

LLANTWIT FARDRE COMMUNITY COUNCIL
CYNGOR CYMUNED LLANILLTUD FAERDREF



COUNCIL MEETING

27TH JUNE, 2022

REPORT OF THE CLERK AND EXECUTIVE OFFICER

1. NEW TELEPHONE SYSTEM

- 1.1 In 2015 this Council took out contracts with three companies for the current telephone system and broadband that is in place in the Community Council office:–
- Shire Leasing (Finance Broker) (7 year contract)
 - BT supplier of telephone system (contract expired)
 - Siemens – owner of the equipment
- 1.2 The contract with Shire Leasing and Siemens expires on the 17th August, 2022 and one month's notice has to be given to terminate the lease. Therefore, following the advice given by an Officer in the Procurement Section of RCTCBC, the Clerk met with two representatives of BT on Tuesday, 21st June, 2022 to discuss an improved telephone system and faster broadband connections.
- 1.3 The current system does not meet the needs within the office and is an expensive system to run. Currently there are two switchboard telephones using the number 01443-209779, this number runs on ISDN telephone lines through the Avaya IP Office phone system. There is another phone which is a direct line to the Clerk – 0143-217262 and this line is used to supply the internet access.
- 1.4 The two number cannot be transferred internally as they operate on separate lines and the phone system is not integrated with the internet access line. The system does not offer the ability to record calls allowing protection to staff which is advisable given the nature of some of the calls received.

- 1.5 The Clerk, Responsible Finance Officer and the two Manual Operatives use their own personal mobile phones for Council business and can also access their individual work email accounts from these devices. During `lockdown` all business calls were diverted to the Clerk's personal mobile phone and staff were and are contacted throughout the day via their own phones which they have now recompense for.

1.6 **Current Costs:-**

Company	System	Cost
BT	Switchboard	343.94 (per quarter)
BT	Phone & Broadband	313.34 (per quarter)
Siemens	Telephone System	194.86 (per quarter)
BT	Hub for internet access at Ty Illtud (two year contract ends in June, 2022)	43.69 (per month)
Zoom	System to enable remote and hybrid meetings in accordance with the provisions of the Local Government and Elections (Wales) Act, 2021	143.88 (annual fee)
Annual Cost		£3,224.58
BT	Hub <u>if</u> leased for users of Carnegie Parish Hall (two year contract	45.00
Overall Annual Cost		£3,764.58

1.7 **Proposed System**

Following the meeting held on the 21st June, 2022, it is proposed to take out a contract with BT for the following :-

- Phones for the office (3 desk and 2 cordless) with unlimited UK calls (five year contract)
 - Two Caterpillar Ruggard Mobiles (for the Manual Operatives – these are heavy duty phones with unlimited calls in the UK and unlimited text messages (two year contract)
 - One Samsung Mobile for the office with unlimited calls in the UK and unlimited text messages (two year contract)
 - New 300 Mbps broadband in the office (faster than the current connection) (five year contract)
 - Two standard broadbands for Carnegie Parish Hall and Ty Illtud (five year contract)
 - Cisco Webext Bult-in – this is a video conference tool and is similar to Zoom but is more business focussed.
 - Training is also included via tutor led web video for the life of the contract
 - Record all office phone calls and are saved for a year.
 - Free software upgrades.
- 1.8 Currently the telephone system is operated with a box that is installed with handsets that are connected to it, via cabling. With the new system – Cloud Voice there is no need for a box and updates are provided free of charge.
- 1.9 BT Openreach are switching off the traditional analogue exchanges in the not too distant future and as a result BT are encouraging as many customers as possible to migrate across early. The incentives for doing this early includes free equipment.
- 1.10 Future business phone calls can be made or received in the following ways:-
- On the desk phone
 - Via an App on any or all of the mobile phones
 - Using a soft phone on the computer with a headset.
- 1.11 **Cost of New System - £286.95 per month OVERALL ANNUAL COST - £3,443.00 (fixed)** this is for a much improved system, including five office phones all of which can transfer calls; three mobile phones for staff which can, by the use of the App. re-direct calls from the office; the installation of broadband at the Carnegie Parish Hall and Ty Illtud; Cisco Webex for the use of hybrid meetings; the recording of all office calls which are saved for a year.

2. RECOMMENDATIONS

- 2.1 The consideration of Members is sought as to whether or not to agree to the proposal for a new telephone/broadband system with BT as outlined in the report.
- 2.2. Subject to the agreement of Members in respect of 2.1 above, to cancellation of the contract with Siemens for the current telephone system with effect from the 17th August, 2022 and the cancellation of the contract with BT for the hub at Ty Illtyd with effect from the end of June, 2022.